

## **Reachout No. 37**

**Istanbul, Turkey  
From 18 to 22 October 2010**

**Hosted by  
Turkish Airlines**

### **1. Introduction**

1.1 Turkish Airlines hosted the 37<sup>th</sup> ISASI Reachout Workshop on Incident Investigation and Safety Risk Management in Istanbul, Turkey. The workshop was opened on 18 October 2010 by Captain Mustafa Afacan, Flight Safety Manager of Turkish Airlines and ISASI member. On behalf of the ISASI President Frank DelGaudio, Caj Frostell (ISASI International Councilor) thanked Turkish Airlines for hosting the workshop.

1.2 The workshop was held at the training facilities of Turkish Airlines at the Istanbul Ataturk International Airport. The training room was an excellent workshop venue with comfortable space for the coffee breaks. Lunch was offered in the cafeteria of the training center. At the closing ceremony on 22 October 2010, ISASI certificates were presented to 21 participants.

1.3 Captain Ahmed Asaf Bora, Vice-President of Flight Operations, Captain Menderes Cakici, Director of Flight Training, and Captain Cem Lutfu Firat, Manager Flight Training visited and observed the ISASI workshop in progress.

### **2. Technical content of the workshop**

2.1 The instructor for the incident investigation subjects was Caj Frostell. Mike Doiron was the instructor for the SMS and Risk Management subjects. Presentations were provided on:

- International requirements for SMS and Airline Safety Programmes;
- Introduction to SMS and lessons learned;
- Developing the right safety culture;
- Managing human performance;
- Developing stress strategies and fatigue risk;
- SHELL model;
- Non-punitive safety programmes;
- Mandatory incident reporting
- Airline incident reporting and incident investigation as part of SMS;
- SMS hazard identification and risk management;
- Safety analysis and identifying key safety issues;
- Automation - friend or foe;
- Threat and error management;
- Naturalistic decision making (human performance);
- Incident investigation case studies;
- Human factors analysis classification system;
- Weather risk management; and

- MEDA case study.

2.2 The programme included several interactive case studies and working group assignments.

### 3. Participants

3.1 Twenty-one participants from Turkish Airlines covered all operational areas, including pilots (involved in company safety management), maintenance and quality engineering, cabin personnel and ground services.

3.2 The management of Turkish Airlines and the participants were most appreciative to ISASI for again bringing the Reachout Workshop Programme to Istanbul.

### 4. Participant hand-outs and materials

4.1 The ISASI instructors prepared their training material comprising paper handouts and a CD with published manuals and booklets. Each participant received copies of the documents and a CD with considerable background materials for future reference. ISASI membership forms and corporate membership forms were made available to the participants.

4.2 The arrangements at Turkish Airlines and in Istanbul were accomplished by Mr. Ahmet Ozturk, Captain Mustafa Afacan and Captain Eyup Tursucu. The outstanding assistance rendered to the instructors was invaluable in all aspects.

### 5. Sponsorships

5.1 Instructor travel and accommodation in Istanbul was provided by Turkish Airlines. Turkish Airlines accommodated the instructors on their direct flights between Toronto and Istanbul.

### 6. Other meetings

6.1 Several ISASI members were visiting Istanbul due to other venues. The ISASI International Councillor Caj Frostell had an opportunity to meet with the Chairman of the Hellenic Air Accident Investigation & Aviation Safety Board, Captain Akrivos Tsolakis and discussed recent and future ISASI activities. The instructors also met with ISASI member Engineer Safety Pilot Hakan Yurdakul from SunExpress based at Antalya Airport, Turkey. Furthermore, the instructors met with ISASI Fellow, Captain Mike Papadakis.



Caj Frostell instructing at the 37<sup>th</sup> ISASI Reachout Workshop for Turkish Airlines in Istanbul, Turkey. Participants from left included Captain Mustafa Afacan, Mr. Ahmet Ozturk and Captain Eyup Tursucu.

Participants at the 37<sup>th</sup> ISASI Reachout Workshop in Istanbul, Turkey included from left included Captain Mustafa Afacan, Mr. Ahmet Ozturk and Captain Eyup Tursucu.



Mike Doiron instructing at the 37<sup>th</sup> ISASI Reachout Workshop for Turkish Airlines in Istanbul, Turkey.

Participants at the 37<sup>th</sup> ISASI Reachout Workshop in Istanbul, Turkey included from left included Captain Mustafa Afacan, Mr. Ahmet Ozturk and Captain Eyup Tursucu, the key host organizers of the workshop. .